**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Provisional Job Title:** | **Grade**: Scale 4 |
| Pool Maintenance Assistant |
| **Section:** | **Directorate:** |
| Culture/Sports | Environment and Community Services |
| **Responsible to:** | **Responsible for:** |
| Pool Maintenance Supervisor |
| **Post Number/s:**  **R3017910** | **Review Date:** September 2023 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

The Pool Maintenance Assistant works closely with the Pool Maintenance Supervisor to maintain the Centre facilities and services. The post is crucial on a day-to-day basis in ensuring a proactive, reactive and planned maintenance approach is adopted at the site in ensuring health and safety of visitors and ensuring the safe and effective maintenance of the pool site.

**Specific Duties and Responsibilities:**

* To ensure the highest level of Health and Safety is provided and to contribute to key service documents, e.g. Risk Assessments, Normal Operating Procedures (NOP) and Emergency Action Plans (EAP).
* To adhere to set standards and Local Performance Indicators.
* Maintain daily checklists for cleaning, maintenance etc.
* To carry out day to day plant room operations including topping up chemicals, backwashing, water tests and carrying out general maintenance in the plant room and other associated duties in line with the National Pool Plant Operator qualification.

* To ensure that maintenance tasks are logged on the Council’s reporting system with helpdesk numbers attributed to each task. Ensuring that the on-site maintenance log is updated with information relating to tasks, so that all staff can check the status of repairs.
* Provide updates to managers on outstanding tasks and high-risk issues.
* To ensure equipment and furnishings are fully maintained and available for use, and to carry out cleaning as appropriate.
* In the performance of all your duties and, with the support and management of staff, to implement all Council policies and procedures necessary to meet customer care needs and to reflect the Council’s vision and values.
* To undertake additional general administrative duties as part of the natural development of the role and within the compass of professional ability and grade.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Council’s duties and responsibilities for safeguarding children, young people, and adults as they apply to your role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

The Council is continually reviewing it structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result, the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

The service is firmly committed to creating a safe and enjoyable environment for all young people, children, and vulnerable adults. Our safeguarding responsibilities include safe recruitment practices which include the vetting of all individuals who work with these groups. Background checks including checks with the Disclosure and Barring Services (DBS) will be carried out in accordance with DBS guidelines.

The postholder will work a flexible shift rota, which will include unsociable hours (including evenings and weekends). The postholder may also be asked to work at any of the Borough’s Sport & Fitness Centres.  
  
**Team Structure**  
  
See last page

**Person Specification**

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| --- | --- |
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open** - This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive** - This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to

do our jobs.

**Being positive** - Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

**Post Specific Values & Behaviours**

* I am a role model for the Council’s behaviors and lead by example.
* I encourage my team to bring in good practice from elsewhere in the Council or outside.
* I encourage my team to seek out and act on feedback from customers.
* Objectives and standards I agree with my team are stretching and clear, and I tell team members if they’re not met.
* My service is based on my understanding of customers’ needs and views.
* I treat customers the way they would want to be treated.
* I do what I say I will do, when I’ve promised to do it, or let people know why not.
* I look for opportunities to work with colleagues and partners to deliver improved services.
* I challenge others and deal with challenges in an honest and constructive way.

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge & Experience** | **Essential** | **Desirable** | **Assessed** |
| Pool Plant operations knowledge and experience of working in a Plant Room. | **X** |  | **A/I** |
| Operational experience of working in a leisure or fitness facility. | **X** |  | **A/I** |
| Knowledge of the importance of Health and Safety issues with reference to sports/leisure activities. | **X** |  | **A/I** |
| Experience of dealing with the public in a customer care role. | **X** |  | **A/I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to undertake maintenance and remedial repairs. | **X** |  | **A/I** |
| Ability to carry out day to day plant operation tasks. | **X** |  | **A/I** |
| IT literate in the use of Microsoft Office applications such as MS Word, Excel and Outlook. | **X** |  | **A/I** |
| Ability to communicate effectively both verbally and in writing with a wide range of people (clubs, staff and customers), for the purposes of providing reports/advice/guidance, as well as information and assistance on services offered and the operation of equipment. | **X** |  | **A/I** |
| Ability to demonstrate an understanding of why Diversity & Equality is important.  in employment and sports / leisure service delivery. | **X** |  | **A/I** |
| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service. | **X** |  | **A/I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| National Pool Plant Operators Qualification (PPO) | **X** |  | **A/I** |
| **Other** | **Essential** | **Desirable** | **Assessed** |
| Ability to work a flexible shift system, which will include evenings and weekend working. | **X** |  | **I** |
| Ability to work at any of the Borough’s sports/leisure facilities. | **X** |  | **I** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**